

Centralized Vaccine Distribution Fact Sheet

Working with McKesson

Michigan will begin using the McKesson Specialty services to distribute vaccine on January 14, 2008. Providers will place vaccine orders through their local health department (LHD) for approval. The orders will be processed by Michigan Department of Community Health (MDCH), Immunization Division-VFC, and then vaccine will be shipped to the provider's office from McKesson Specialty, a division of McKesson dedicated to the CDC's childhood vaccine program. McKesson has a history of success in the distribution of vaccines and other pharmaceuticals. We are looking forward to working with McKesson as we change the way we do business to improve the business of public health vaccine distribution. If you would like more company specific information, please go to www.mckesson.com.

McKesson Order Processing:

- McKesson will receive orders from the CDC each day at 9:00AM;
- McKesson will process orders until 9:00PM each day;
- Orders will be divided by McKesson based on limitations on receiving:
 - Provider orders with delivery M-F during regular business hours will be processed immediately.
 - Providers orders requiring special handling will be reviewed, special instructions clearly marked on the shipping label for easy identification by the carrier, and then processed.
 - Every effort will be made to ship vaccine so that it arrives within the time frame prescribed by the provider for receiving vaccines.
- Vaccine shipments will be made within 3-5 days of receipt by McKesson
- Providers should expect their orders within 10-14 days from the time they place their order with the LHD. Once ordering and accountability stabilizes, this time frame could decrease.

Process When Vaccine Cannot be Delivered:

- Vaccine is packed to maintain the cold chain for 72 hours (3 days).
- If delivery cannot be made, FedEx (or the appropriate carrier) will notify McKesson.
- McKesson will notify MDCH about the inability to deliver the vaccine.
- MDCH will work with the LHD and provider to determine why the vaccine could not be delivered.
- If the problem is resolved, the vaccine will be re-routed (if it can be delivered within the 72 hour time frame) to the provider.
- If the problem is not resolved, the vaccine will be returned viable to McKesson, and arrangements made to reship to the provider at another time.
- MDCH will work with the LHD to re-order and if necessary correct any information that made it impossible to deliver the vaccine.
- MDCH will be the primary contact with McKesson.

Vaccine Packaging and Recycling:

- McKesson uses high quality Styrofoam inserts in cardboard boxes.
- Each package comes with return postage labeling so the packages can be returned via mail to McKesson for re-use. (McKesson's effort to be earth friendly!)
- Packages are all marked with "Refrigerate on Arrival" and "Medical Shipment" stickers.
- Each package comes with a temperature monitor that is easy to read - if the temperature monitor reads "OK", then the cold chain has been maintained.
- Photos and other information will be posted on a web-site very soon.
(www.michigan.gov/vmbip)

Vaccine Returns:

- LHDs will direct providers to return non-viable (spoiled/wasted or expired vaccines) directly to McKesson for return processing.
- The provider must completely fill out the MDCH VFC Program Vaccine Storage and Handling Accident Report Form, and provide a copy to the LHD as well as including a copy in the box with the returned vaccine. LHDs are to ensure that a copy of Accident Report Form be provided to their MDCH Immunization Field Rep.
- Vaccines can be returned to McKesson via mail using a container from a previously shipped vaccine order. The mail return tag information is on the shipping carton.

Ground Carriers:

- FedEx is McKesson's primary ground carrier.
- McKesson can and will utilize DHL or UPS as needed if vaccine delivery is not possible via FedEx.
- McKesson will be checking zip codes of Michigan providers to ensure that FedEx will deliver, and in instances where there is an issue, the appropriate alternative carrier will be identified.